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HALANGAN PELAKSANAAN SPC: SATU PANDANGAN PRAKTIKAL DARIPADA SYARIKAT PENGUSAHA KECIL DAN SEDERHANA

(Obstacles of the SPC Implementation: A Practical Reflection from the Small and Medium Entrepreneurs)

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ABSTRAK

Dalam kajian ini dipersembahkan hasil kajian kes yang dikendalikan di sepuluh buah syarikat pembuatan perusahaan kecil dan sederhana (PKS) Malaysia (dinamakan sebagai syarikat A sehingga J) dengan memfokus kepada halangan atau permasalahan dalam konteks penggunaan perisian atau sistem kawalan proses statistik (SPC), terutamanya dalam kalangan pekerja pengeluaran (operator). Seterusnya, pengumpulan data dibuat secara berperingkat melalui beberapa sumber kajian kes seperti temu ramah soal selidik, dan pencerapan ke atas perwakilan syarikat. Keputusan kajian menunjukkan bahawa terdapat beberapa halangan utama yang dihadapi oleh pihak PKS; isu-isu ini termasuklah sokongan pengurusan atasan, iltizam, kos pembangunan sistem, serta latihan dan pendidikan SPC. Tambahan lagi, hasil kajian turut mendedahkan bahawa penggunaan kaedah SPC secara manual lebih cenderung kepada kekurangan seperti kesilapan pekerja dan pengurusan data yang tidak cekap. Kesimpulannya, beberapa isu penting dan pandangan praktikal yang diberikan oleh pihak PKS sangat bermanfaat sebagai satu medium untuk memperbaiki penggunaan SPC pada masa akan datang.

Kata kunci: halangan; SPC; perusahaan kecil dan sederhana

ABSTRACT

This study presents the outcome of case studies conducted in ten Malaysian Small and Medium Enterprises (SMEs) manufacturing companies (named as company A to J) by focusing on the obstacles or problems faced in the context of statistical process control (SPC) software or system application, particularly among production workers (operators). Furthermore, the data collection is carried out in stages through interviews, questionnaires, and observations with company representatives. The results show that there are several related barriers faced by the SMEs companies; these issues include top management support, commitment, costs to develop the system, as well as education and training of SPC. In addition, the study also revealed that manual SPC method is subjected to several limitations such as human errors and inefficient data management. In conclusion, several issues and practical reflection provided by SMEs would be used as a medium to further improve the SPC application in the future.

Keywords: obstacles; SPC; small and medium enterprise

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